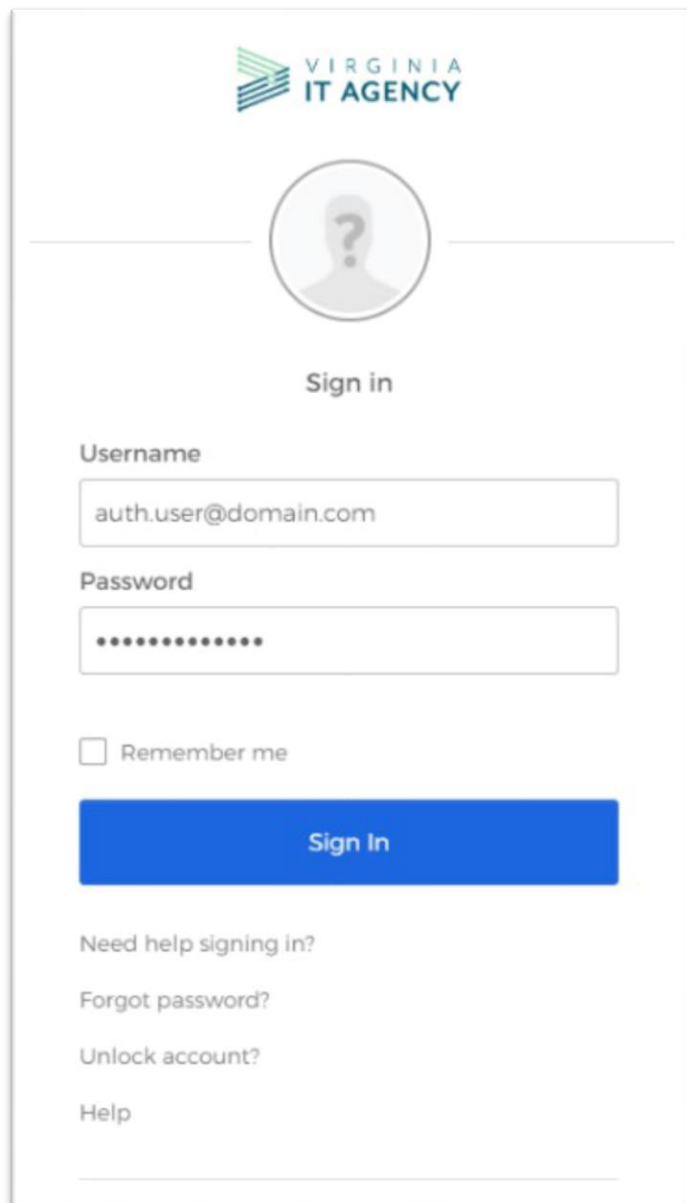


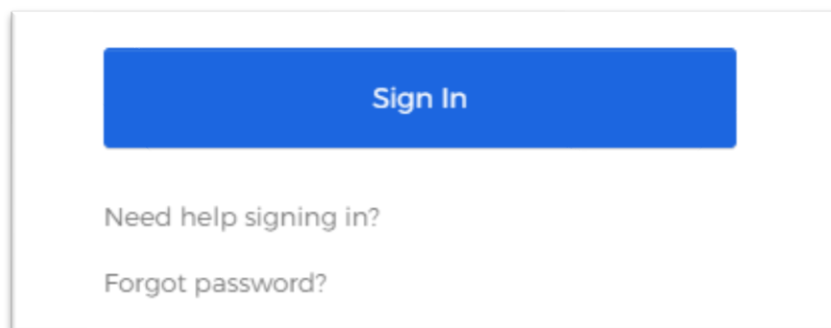
Instructions for changing/resetting your password

1. Go <https://virginia-ex.okta.com>
2. Without logging into your Okta account, click on the **Need help signing in?** link located below the *Sign In* button. The prompt will expand to display the following links: **Forgot password?** and **Unlock account?**



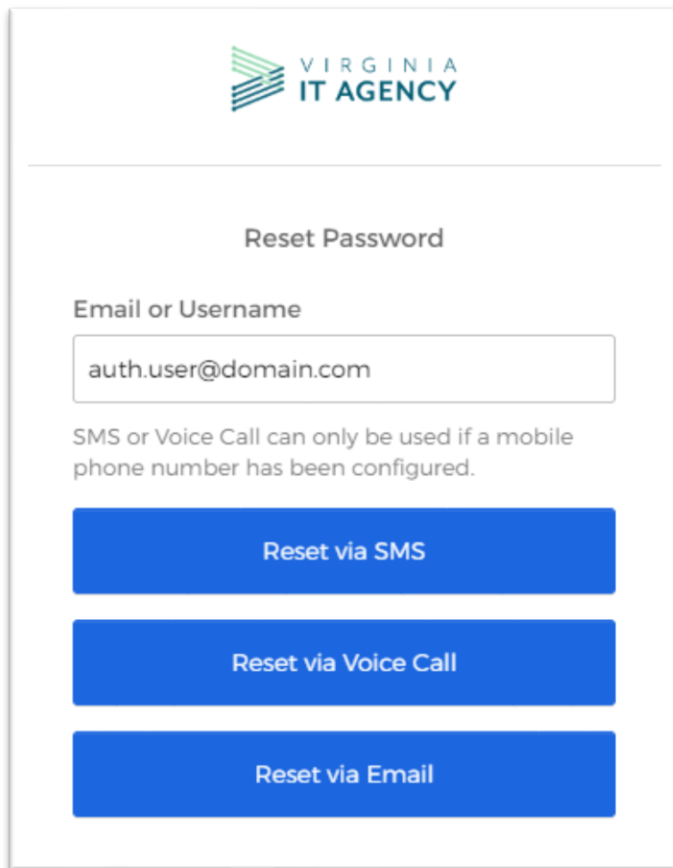
The screenshot shows the Virginia IT Agency Sign In page. At the top is the Virginia IT Agency logo. Below it is a circular placeholder for a user profile picture with a question mark. The text "Sign in" is centered below the profile picture. There are two input fields: "Username" with the text "auth.user@domain.com" and "Password" with masked characters. Below the password field is a checkbox labeled "Remember me". A large blue "Sign In" button is positioned below the checkbox. At the bottom of the form, there are four links: "Need help signing in?", "Forgot password?", "Unlock account?", and "Help".

3. Click "**Forgot Password?**" to reset your password. A Reset Password page will open.



The screenshot shows the expanded Sign In prompt. It features a large blue "Sign In" button at the top. Below the button are two links: "Need help signing in?" and "Forgot password?".

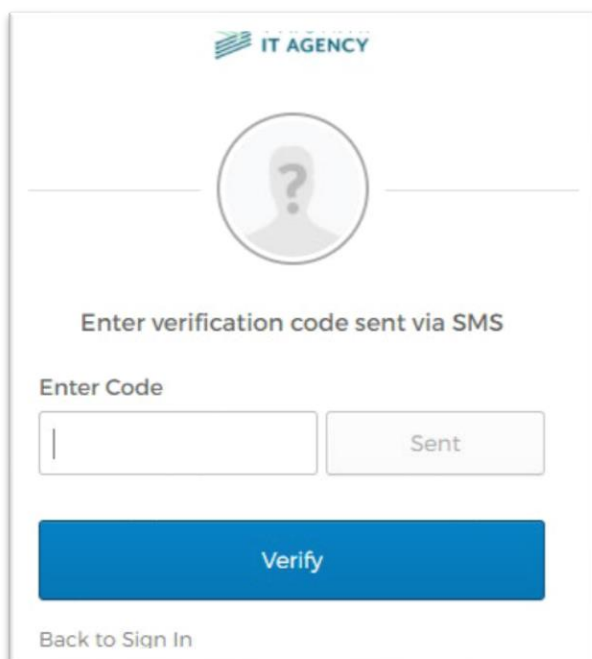
4. Type your username into the *Email or Username* field. Then, click your preferred reset option. **SMS, Voice Call or Email.**



The screenshot shows the 'Reset Password' interface for the Virginia IT Agency. At the top is the agency's logo. Below it, the title 'Reset Password' is centered. A label 'Email or Username' is positioned above a text input field containing 'auth.user@domain.com'. A note states: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' Three blue buttons are stacked vertically: 'Reset via SMS', 'Reset via Voice Call', and 'Reset via Email'.

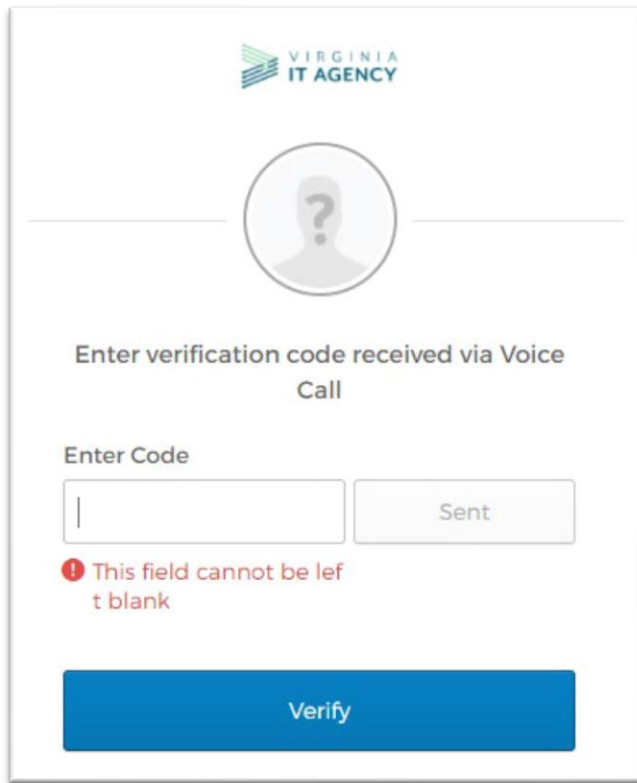
5. Follow the multifactor authentication prompts.

- For **SMS** - Type in the SMS code sent to your phone then click Verify.



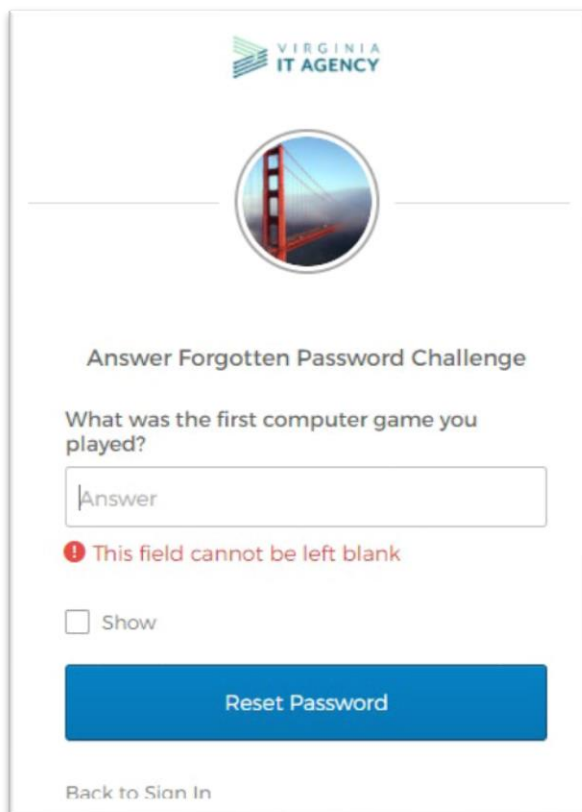
The screenshot shows the verification step of the multifactor authentication process. At the top is the Virginia IT Agency logo. Below it is a circular placeholder for a user profile picture, containing a question mark. The instruction 'Enter verification code sent via SMS' is centered. Below this is a label 'Enter Code' above a text input field. To the right of the input field is a 'Sent' button. At the bottom is a large blue 'Verify' button. A link 'Back to Sign In' is located at the very bottom left.

- For **Voice Call** - Type in code given via the phone call then click Verify.





The screenshot shows a web page for the Virginia IT Agency. At the top is the agency's logo. Below it is a circular placeholder for a profile picture containing a question mark. The main heading is "Enter verification code received via Voice Call". Underneath, there is a label "Enter Code" followed by a text input field and a "Sent" button. A red error message below the input field reads "This field cannot be left blank". At the bottom is a large blue button labeled "Verify".

6. A security question page will appear. Type the answer to your preselected security question in the Answer field.



The screenshot shows a web page for the Virginia IT Agency. At the top is the agency's logo. Below it is a circular image of the Golden Gate Bridge. The main heading is "Answer Forgotten Password Challenge". The text "What was the first computer game you played?" is displayed above a text input field containing the word "Answer". A red error message below the input field reads "This field cannot be left blank". Below the input field is a checkbox labeled "Show". At the bottom is a large blue button labeled "Reset Password". A link "Back to Sign In" is located at the very bottom of the page.

7. Click **Reset Password**. A reset password page will appear. Type in your new password in the first field and repeat in the second field to confirm. Then, click **Reset Password**.




Reset your Okta password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 4 passwords

New password

 This field cannot be left blank

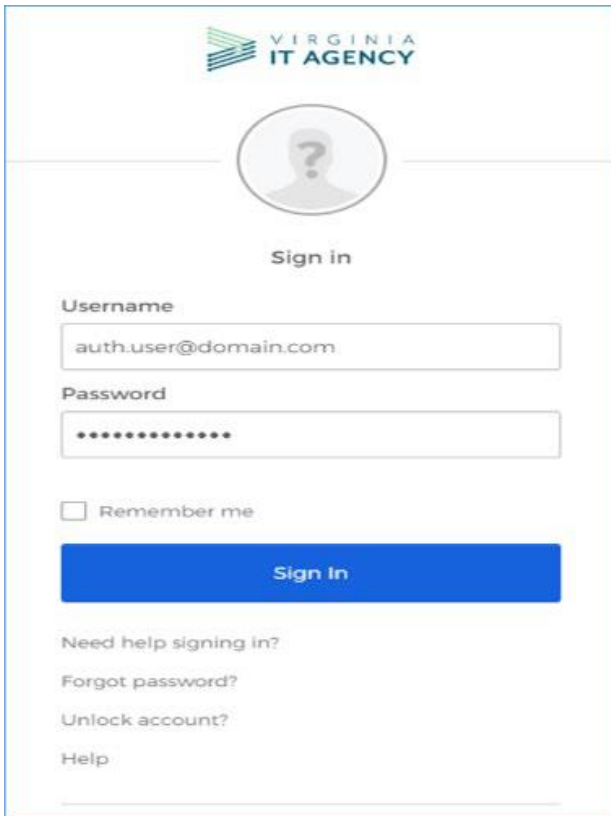
Repeat password

Reset Password

Sign Out

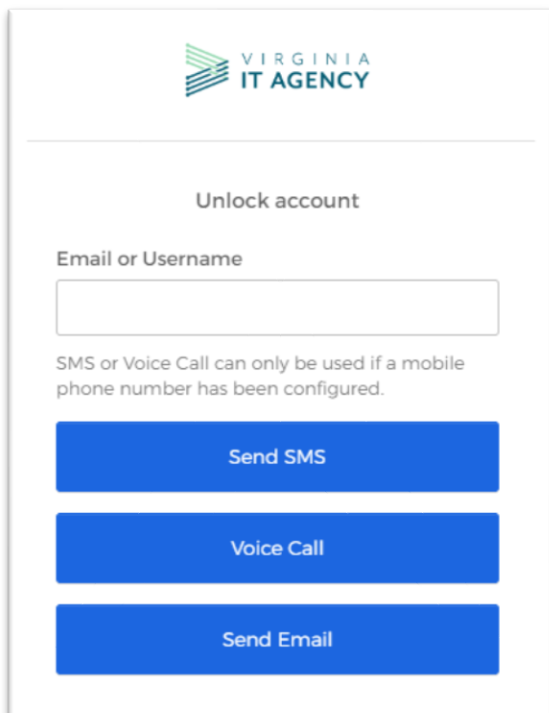
Instructions for unlocking your account

1. Go to <https://virginia-ex.okta.com>
2. Without logging into your Okta account, click on the **Need help signing in?** link located below the *Sign In* button. The prompt will expand to display the following links: **Forgot password?** and **Unlock account?**



The screenshot shows the Virginia IT Agency Sign In page. At the top is the Virginia IT Agency logo. Below it is a circular icon with a question mark. The text "Sign in" is centered. There are two input fields: "Username" with the text "auth.user@domain.com" and "Password" with masked characters. Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is below the checkbox. At the bottom, there are links: "Need help signing in?", "Forgot password?", "Unlock account?", and "Help".

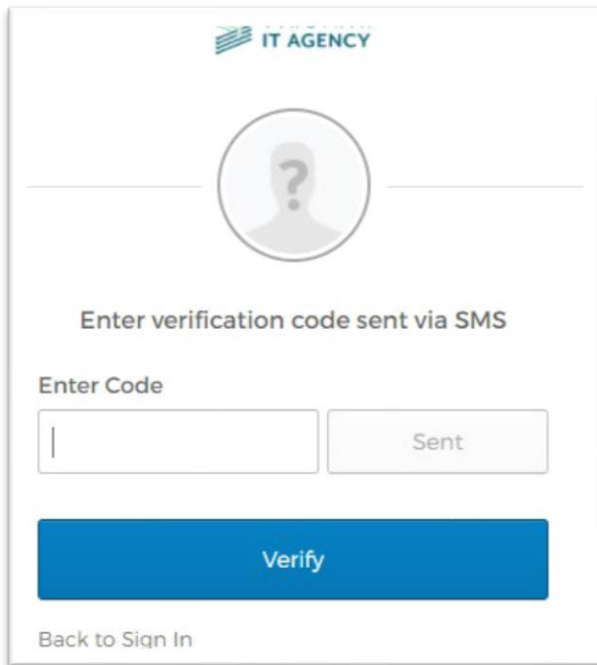
3. Click **Unlock Account**. An Unlock account page will appear. Type your Auth username into the Email or Username field. Then, click the preferred method. **SMS, Voice Call or Send Email**.



The screenshot shows the Virginia IT Agency Unlock account page. At the top is the Virginia IT Agency logo. Below it is the text "Unlock account". There is an input field labeled "Email or Username". Below the input field is a note: "SMS or Voice Call can only be used if a mobile phone number has been configured." There are three blue buttons: "Send SMS", "Voice Call", and "Send Email".

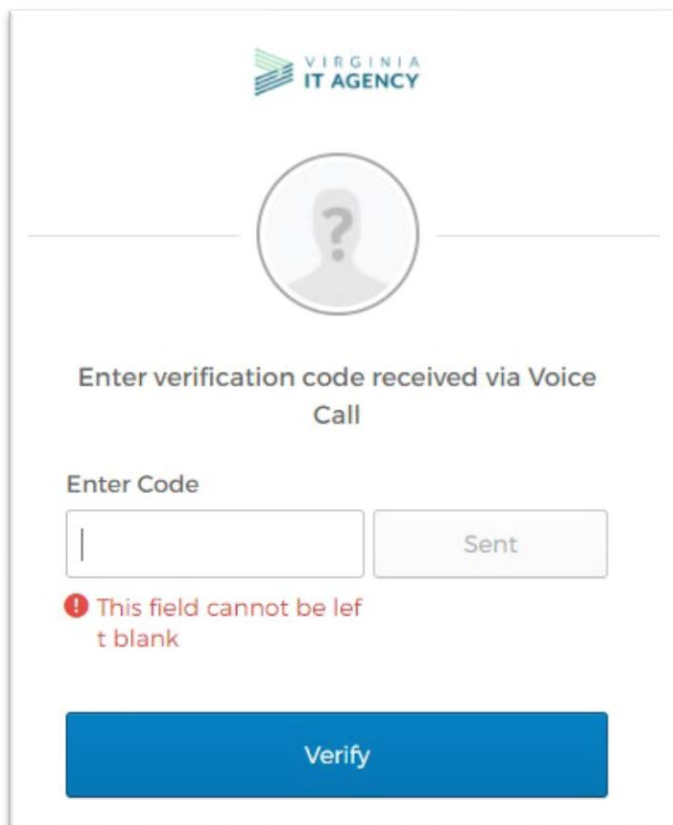
4. Follow the multifactor authentication prompts.

- For SMS - Type in the SMS code sent to your phone then click Verify.



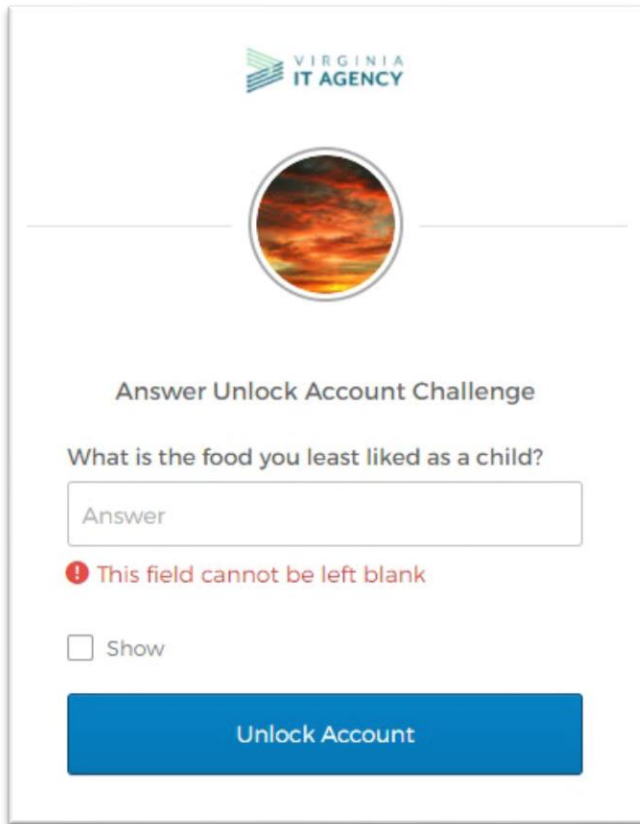
The screenshot shows a web interface for the IT AGENCY. At the top is the logo. Below it is a circular placeholder for a user profile picture containing a question mark. The main heading is "Enter verification code sent via SMS". Underneath is a label "Enter Code" followed by a text input field and a "Sent" button. A large blue "Verify" button is positioned below the input field. At the bottom left is a link that says "Back to Sign In".

- For **Voice Call** - Type in code given via the phone call then click Verify.



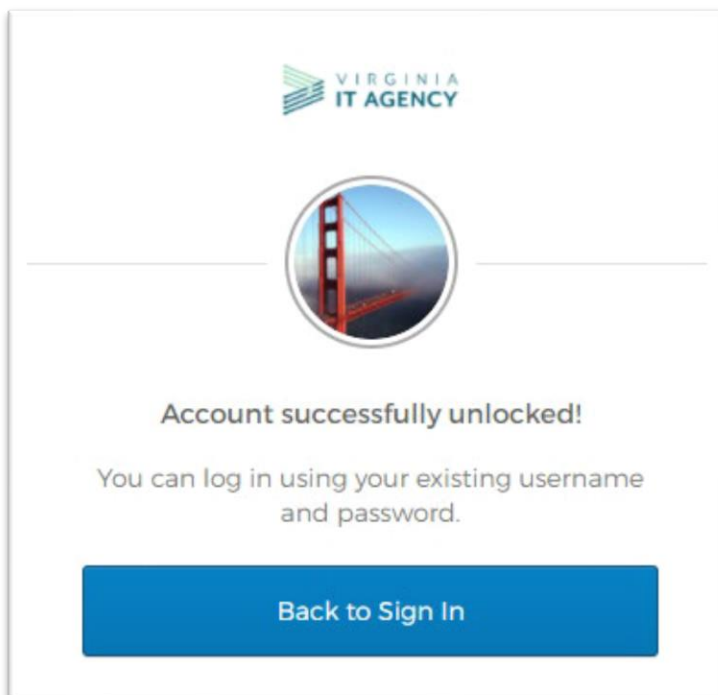
The screenshot shows a web interface for the VIRGINIA IT AGENCY. At the top is the logo. Below it is a circular placeholder for a user profile picture containing a question mark. The main heading is "Enter verification code received via Voice Call". Underneath is a label "Enter Code" followed by a text input field and a "Sent" button. Below the input field is a red error message: "This field cannot be left blank". A large blue "Verify" button is positioned below the error message. At the bottom left is a link that says "Back to Sign In".

5. Type the answer to your preselected security question in the *Answer* field. Then, click **Unlock Account**.



The screenshot shows a web form for the Virginia IT Agency. At the top is the agency's logo. Below it is a circular image of a sunset. The form title is "Answer Unlock Account Challenge". The question is "What is the food you least liked as a child?". There is a text input field labeled "Answer". Below the field is a red error message: "This field cannot be left blank". There is a checkbox labeled "Show". At the bottom is a blue button labeled "Unlock Account".

6. An **Account successfully unlocked!** window will open. Click **Back to Sign In** to return to the Okta sign in page.



The screenshot shows a confirmation message from the Virginia IT Agency. At the top is the agency's logo. Below it is a circular image of the Golden Gate Bridge. The message says "Account successfully unlocked!". Below that, it says "You can log in using your existing username and password.". At the bottom is a blue button labeled "Back to Sign In".